



May 25, 2005

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911 Committee

By Doug Chandler

The [State 911 Committee](#) met Thursday, May 19. Unlike the April meeting, we were actually able to obtain a quorum so we could have an 'official' meeting. Motions from the previous meeting were approved and finalized.

After obtaining approval for Daggett County's 911 grant in the last meeting, Bill Jensen reported that time lines were established for implementation:

June 1: Orders Complete

July 1: Plant Test

Dec 1: Final Due Date

Bill Jensen and Sam Saeva are the Program and Financial Managers (respectively). Funded by the 911 Committee, they are full-time employees of the Department of Public Safety, which is Legislatively tasked with providing staff and support to the committee. The 911 Committee has tasked them with actively reaching out to Public Safety Access Points (PSAPs) and assisting them with grant requests in order to bring all of Utah's phone services to full E-911 and Cellular wireless compliance. If you're associated with a PSAP -wether you're ready to move ahead with wireless phase two or don't have a clue how to take the first step, contact Bill Jensen to determine your next move.

Among other financial issues, Sam Saeva reported on the status of the 13¢ 911 fund revenues. By the end of the state's fiscal year, June 30th, the fund will be at \$3.6M. It grows at a rate of about \$400,000/month (if left untouched -which it definitely won't be).



Bill Jensen



Sam Saeva

Phil Bates, the Chairperson, informed the committee that there will be a multi-step bid request for 911 PSAP equipment. Such a procurement document will facilitate the purchase of 911 equipment and software.

Here's a neat bureaucratic SNAFU: The State Tax Commission levy's a big fine on telephone service providers that fail to send in collected 911 fees. But there's only a \$10 fee for not supplying the documentation detailing where the funds are supposed to go. Can you guess which fine the phone companies are opting for? Sam said he'd get with the Tax Commission to see if we can do something about the level of 'persuasion' used in payment compliance.

UHP Pilot Program

By Gala Dumas — DFSS Fleet Supervisor



I am excited to announce that UHP will begin a pilot program in the FleetFocus Asset and Maintenance Management software program. Currently we track which UHP vehicle has attached equipment, i.e. Radios, Videos, Radars, Light bars, K9 units etc, with a wealth of general information about them, but have not set up any PM schedules for these components. Because of an issue with the remote door openers on K-9 units needing "adjustments" on a 6-month basis, we are going to pilot eleven of the K9 units to include all of the attached equipment in those vehicles.

As the name implies, *preventive maintenance*, often abbreviated **PM**, refers to performing proactive maintenance in order to prevent system problems. This is contrasted to diagnostic or corrective maintenance, which is performed to correct an already-existing problem. Anyone who has ever cared for a vehicle knows all about what preventive maintenance entails. After all, you don't change your oil and air filter in response to a problem situation (normally); you do it so your engine will last and you won't have car troubles down the road (no pun intended).

Here are some reasons why we should develop a PM schedule for our equipment:

- **Preventive Maintenance Saves Money:** I'm sure we've all heard the old adage "an ounce of prevention is worth a pound of cure". It's trite but true. Avoiding problems with equipment will save money in the long run, compared with laying out cash for new components or repair jobs.
- **Preventive Maintenance Saves Time:** Saves time? How can taking two hours every few months to perform maintenance save time? Simple: it saves you the much bigger hassles of dealing with equipment failures. Most preventive maintenance procedures are quite simple compared to troubleshooting and repair procedures--now *those* can really eat up time and money at a fantastic rate.
- **Preventive Maintenance Helps Safeguard Equipment:** For Highway Patrol, the equipment is as important as the car that houses it. Taking steps to protect it therefore makes sense, and that is what PM is all about.
- **Preventive Maintenance Improves Performance:** Some parts of the equipment will actually degrade in performance over time, and preventive maintenance will help to improve the life cycle.

More reasons to track attached equipment:

- Most of this equipment has manufacturer warranties for parts and labor. Tracking warranties in the FleetFocus system can help UHP make sure the claim happens.
- Tracking each component and doing the proper PM helps avoid any controversy with the supplier that we failed to maintain it properly.
- We can also track whether we have a failed batch of components if we notice a failure rate or something is discovered at the PM.
- Tracking equipment age and life cycle is always a plus to making sure we don't use the equipment too long. **Too long=Breakdown. Breakdown=Officer Down Time.**

The FleetFocus Management system will automate the PM cycles just like it does for the State of Utah fleet vehicles, making it as easy as running a monthly report and sending it to the troopers to let them know when to schedule an appointment with the Radio Shop. The work order module will also alert the techs if a PM is overdue or near due in case the trooper were to be in the shop for any other repair.

By doing additional analyses we can then start to look at "Predictive Maintenance". For instance, we would know that at 5 years, a video system no longer under warranty should be replaced instead of being repaired at an enormous cost and placed into a new vehicle. This will help UHP to know just how much of the equipment will need to be replaced in one given build cycle and then budget accordingly. I truly think that the results will be worth it and I hope we can expand our pilot to include all DPS equipment in the near future.

Preparing for the New Fiscal Year

By Doug Chandler

Fiscal year 2005 is drawing quickly to a close for the State. Trying to separate our incomplete 2005 wireless projects from the 2006 projects that we're already starting is like trying to part the Red Sea; Easier said than done.

As represented by the graphic at the right, ITS follows a portfolio management process for the approval, implementation, and operation of IT projects. This process was introduced last year, and though it seemed like bureaucratic red tape initially, I've come to appreciate the wisdom and results of following a long-term business strategy.

For our Wireless Services Group, the financial priorities will be leaning toward cooperative construction and/or improvement of mountaintop communications sites. We've had tremendous success in the last few years partnering with BLM, Forest Service, and other federal and local government agencies. The Webb Hill site in St. George was just completed. The costs of site construction were shared equally between the State and St. George City, resulting in a larger, higher quality facility than either would have accomplished on their own.

The success of the OmniLink project is yet another example of how multiple governmental agencies can leverage technologies and funding further by working together. Let's hope trends like this can continue.



A New Face for Wireless 911?

A lost hiker in Shiloh Park, California was rescued thanks to her wireless phone. After the hiker lost her bearings, she called the sheriff's dispatcher from her wireless phone asking for help. When the rescue helicopter approached her after dark, they asked her to point her wireless phone's lighted face toward the sky. The crew was able to locate her and her wireless phone using night vision goggles. (Source: Associated Press) *Kind of gives a whole new meaning to Wireless 911 doesn't it?*

Calendar

UCAN Meeting

Tuesday June 21, 2005

2:00 - 4:00 pm

VECC

5360 South 5885 West

Salt Lake City

911 Committee

Thursday June 16, 2005

10:00am - Noon

Rampton Complex

4501 South 2700 West

UHP Large Conference Room

NASTD Western Region Seminar

Salt Lake Hilton

June 4-8

[Conference Link and Agenda](#)

Utah Sheriff's Association 10th Annual Conference and Exposition

St. George Dixie Center

September 11-13

[Conference Link](#)

Editor

Doug Chandler, ITS Wireless Services

(801) 965-4538

dchandler@utah.gov